

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Scheduling Coordinator I**

**Class Code: 70361**

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### **A. Purpose:**

Schedules, reviews and coordinates employee staffing for one or more treatment units, maintains up-to-date records of direct care staff, and performs a combination of professional and secretarial duties.

### **B. Distinguishing Feature:**

The Scheduling Coordinator I provides daily/weekly scheduling from the master schedule for direct care staff, keeps daily tallies and creates reports due to sick leave, personal leave and hospital coverage. This position also runs the switchboard, deciphers and types responder logs, maintains equipment, orders supplies, processes and computes the daily facility census, and provides information and assistance to staff in emergency situations.

The Scheduling Coordinator II provides six week and daily scheduling for direct care, clerical and higher level staff such as registered nurses, occupational and recreational therapists and social workers. This position also keeps daily shift tallies, reviews and verifies employee overtime forms, and creates reports.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Prepares and disseminates staff schedules daily for areas or units and adjusts schedules to accommodate sick and annual leave and ensure adequate staff coverage for all units.
  - a. Reviews all schedule changes made by supervisory staff.
  - b. Tracks call ins and overtime and provides information.
  - c. Contacts staff to fill uncovered areas.
  - d. Compiles and updates facility responder calendar.
  - e. Attends scheduling work groups.
2. Operates the facility switchboard to ensure calls are answered or routed to the appropriate area or person.
  - a. Makes, receives, directs, and transfers calls to staff on and off campus.
  - b. Greets, registers and directs visitors; accesses contact list to ensure visitors are allowed; authorizes and records visitations.
  - c. Reports facility issues or problems to the appropriate area.
  - d. Issues keys to appropriate staff.
  - e. Releases medications and special events notices to family members picking up individuals; signs in left over medications when returned.
  - f. Updates campus phone directory and e-mail to all areas.
3. Assists in emergency and disaster situations on campus and the surrounding area to ensure the safety of individuals residing at the facility and staff members on duty.
  - a. Notifies all staff of approaching inclement weather; activates tornado and fire alarms.
  - b. Notifies staff of extreme hot or cold temperatures per weather guidelines.
  - c. Monitors state police and weather radios for emergency information.
  - d. Records and remits information on individuals reported missing from the facility.

4. Schedules employees for continuing education and review classes to ensure staff receive mandatory training.
5. Fills campus-wide photocopy orders and makes requests for supplies to ensure materials are readily available and for repairs to ensure equipment is in working order.
6. Deciphers and types responder and medical logs to ensure an accurate and legible account of area activities.
7. Provides information to the supervisor concerning employee actions and department status and to families concerning patient's status.
8. Performs other work as assigned.

**D. Reporting Relationships:**

The incumbent does not typically supervise.

**E. Challenges and Problems:**

Challenged to continually readjust schedules for the day to accommodate emergency situations, sick employees and other staff shortages to keep the facility fully staffed; taking and transferring calls while working with visitors at the window; remembering and following established procedures in a busy and hectic environment

Typical problems include constant interruptions by staff, supervisors, visitors and phone calls; and staff not aware of procedures in emergency or disaster situations.

**F. Decision-making Authority:**

Decisions made include scheduling and staff placement; notifying staff of inclement weather and emergencies; interpretation of established guidelines; who and when to call for equipment service and repair; and when to order supplies.

Decisions referred include staffing coverages; inter office problems; and approval of large equipment requisitions or repair orders.

**G. Contact with Others:**

Daily contact with the pharmacy to receive medications for individuals; nurses or program managers to discuss staffing needs; direct care staff to discuss scheduling; maintenance staff to verify their whereabouts and well-being; and relatives and the public to ensure appropriate visitation and to provide campus direction. Weekly contact with maintenance staff to discuss preventative maintenance requests.

## **H. Working Conditions:**

Typical office environment.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- state and institution policies and procedures concerning scheduling, leave time, admissions and requisitioning;
- record keeping;
- scheduling and staff coverage;
- multi-line phone system.

Ability to:

- deal with emergency scheduling situations effectively;
- follow written and oral instructions and procedural guidelines;
- keep accurate records;
- apply policies and procedures to persons in a uniform manner;
- use courteous actions and tactful speech in dealing with others.